HOW TO CREATE, SAVE AND TRANSFER SRTS RECORDS

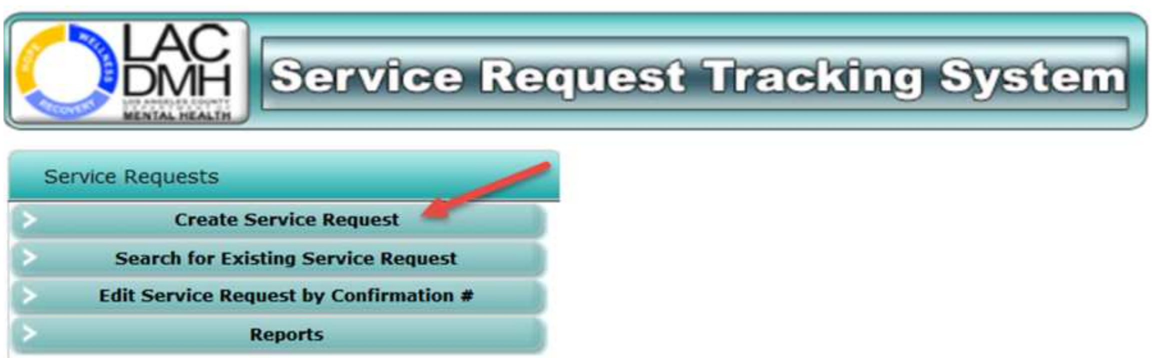
1.) To access the SRTS, please go to:

- o https://intra.dmhapps.co.la.ca.us/SRTS (for DMH staff)
- o https://dmhapps.co.la.ca.us/SRTS (for Legal Entity staff)

2.) Log in to the website:

- o For DMH staff: use the same Username and Password that you log in to your desk computer
- o For Legal Entity staff: User Name is your C# and the Password is one assigned by the CIOB Help Desk (213) 351-1335

3.) Click "Create Service Request" to create a new record.

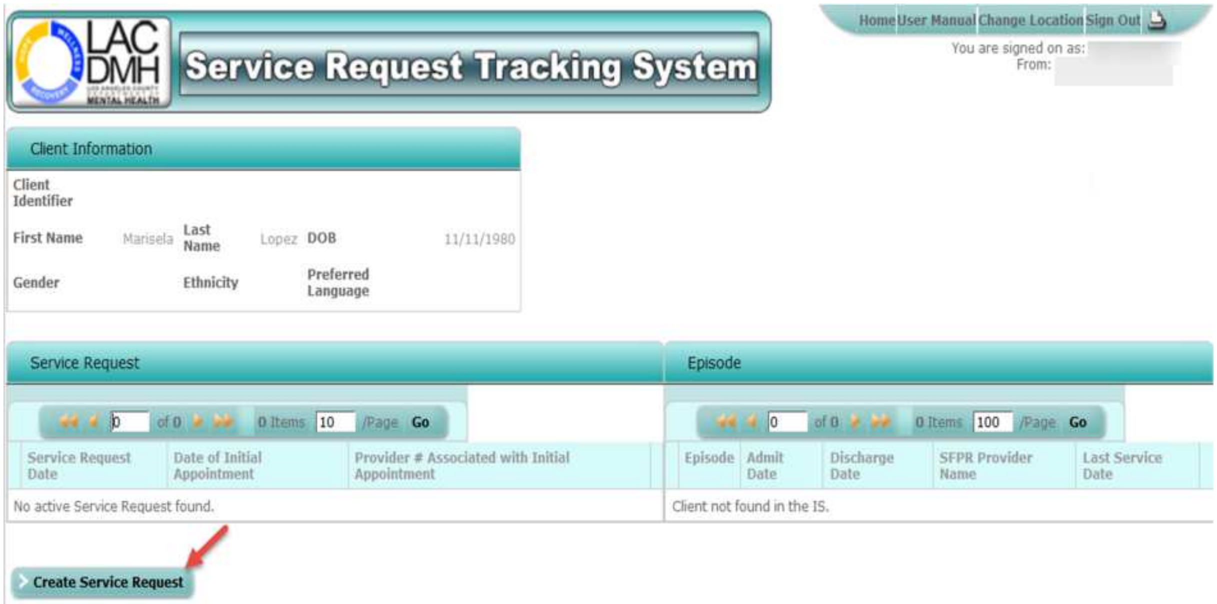


4.) In the Client Search screen, enter the client's IS number or social security number OR in the Advanced Search, enter client's first and last name and date of birth, then click "Go".

5.) If there is no match, you will be prompted to click the "Proceed" button.

6.) If there are any matches, there is a "Select" button to the left for you to choose the client provided.

7.) If there are no active SRTS records in the system, you may then create a new service request. Click on the "Create Service Request" button.



8.) Begin entering the data for "Client Information" and "Service Request Information". This information is **required** in order to save an initial record.

9.) After entering the required information, you may click "Save" at the bottom of the record. If you are transferring to a different program, you may click the "Transfer" button now.

10.) When transferring, choose one of the locations from the drop-down options and a transfer reason. Enter a date, then click "Save". The record will then give you a tracking confirmation # to indicate the record has been saved successfully. *If you do not receive a tracking confirmation #, the record was not saved.

11.) Leave the Disposition section for the Treating Provider to complete. You do not need to enter information in this section when transferring the record.

12.) Once the record has been transferred, an automated email notification will be sent to the Users associated with that Location and you will be cc:ed on the email.


From: Application Alert
Sent: Wed 5/13/2015 1:28
To:
Cc:
Subject: Service Request Tracking System Transfer Notification DEV Environment

A service request has been transferred from Office of Consumer & Family Affairs to Service Area 4 Adult Navigation Team for the following reason: Individual in need of specialty mental health services. The Tracking Confirmation Number is 44711.

DMH Staff Link:
http://intratrainweb/SRTS/DMH_Referral/TransferConfirmation.aspx?tcn=44711

Legal Entity Link:
http://clsxtrainweb/SRTS/DMH_Referral/TransferConfirmation.aspx?tcn=44711

Note: In Production enviroment, this email will send to: @dmh.lacounty.gov, @dmh.lacounty.gov, @dmh.lacounty.gov,